

State of California
ENVIRONMENTAL PROTECTION AGENCY
DUTY STATEMENT

EMPLOYEE NAME: CURRENT DATE: **August 8, 2012**
CLASSIFICATION: **Program Technician I** POSITION #: **812-070-9927-XXX**
DIVISION/OFFICE: Office of the Secretary CBID: 1
SECTION: Unified Program
SUPERVISOR'S NAME: Chris Allen
SUPERVISOR'S CLASS: Senior Programmer Analyst
(Supervisor)

.....
I certify that this duty statement represents an accurate
description of the essential functions of this position.

I have read this duty statement and agree that it
represents the duties I am assigned.

Supervisor's Signature

Date

Employee's Signature

Date

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MISSION OF UNIFIED PROGRAM SECTION: The Unified Hazardous Waste and Hazardous Materials Management Regulatory Program (Unified Program) consolidates, coordinates, and makes consistent portions of six hazardous materials and hazardous waste regulatory programs. The Unified Program is implemented at the local government level by Certified Unified Program Agencies (CUPAs), and the Secretary of the California Environmental Protection Agency (Cal/EPA) has responsibility for overseeing the implementation of the Unified Program. The Unified Program's Technology Services Unit provides technical and user support for the California Environmental Reporting System (CERS) and other automated systems supporting the Unified Program.

CONCEPT OF POSITION: Under close supervision of the Senior Programmer Analyst (Supervisor) in charge of the Technology Services Unit, the Program Technician will provide entry/first level technical support to CERS customers requesting technical assistance, as well as performing entry and training level work involving the completion of various technical and administrative functions related to CERS administration and other Unified Program functions. The incumbent should possess knowledge in the use of a personal computer with the Microsoft Software applications (i.e. Word, Excel, etc.). The incumbent will receive direction from their supervisor and/or the CERS Technical Support lead (Associate Information Systems Analyst).

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% Of Time RESPONSIBILITIES OF POSITION

35%
Essential

CERS Technical Support

Incumbent will work with other CERS Technical Support staff to monitor and handle CERS technical support questions from businesses and regulators received via the CERS Technical support email box. The incumbent will answer basic questions via email (or phone when necessary/appropriate), and route technical/complex questions to other staff according to established guidelines. Incumbent may assist other staff in basic review and editing/updating of existing CERS training documents and other Unified Program documentation.

25%
Essential

CERS Data Maintenance

Incumbent will review data in spreadsheets, Access databases, and other formats against existing CERS data to identify duplicate records, data inconsistencies, and other problems as identified by the Technology Services Manager and/or CERS Technical Support Lead. The incumbent will accurately perform data entry in CERS to correct the identified data problems.

15%
Essential

Document Management

Incumbent will process, scan, file, and upload into CERS and/or file cabinets various letters, emails, and other documents related to CERS and other Unified Program business processes.

10%
Essential

User Help Desk Tracking Systems

Incumbent will use the tracking systems and program files related to help desk functions based upon established guidelines. This may include maintaining/updating the tables, spreadsheets, and documents that are used for gathering help system information.

10%
Marginal

Facility Geolocation: Using Google Maps, Google Earth, and other web-based tools, the incumbent will perform initial or more refined address-based geolocation of CERS facilities using established procedures/guidelines.

5%
Marginal

Web/Phone Conference Support

Incumbent will assist other staff with coordinating and conducting the technical aspects for various web/phone conferences required by the section, such as testing the technology/equipment prior to an actual conference, and assisting other staff with monitoring and troubleshooting problems that arise during a conference.